Central Government. The Department of Administrative Reforms and Public Grievances also offers help and advice to the Ministries/ Departments in the performance of O&M activities which include modern office aids, reduction in paper work, fixation of time limits for quick disposal of cases, level jumping and channels of submission as well as steps for better records management.

(b) A software package, namely 'Office Procedure Automation' (OPA), has been developed by the National Informatics Centre (NIC) to help monitor pendency of files/cases and assist easy tracking and retrieval of files. The package is based on the present procedures of the Central Government prescribed in the Central Secretariat Manual of Office Procedure.

Appointment of Area Welfare Officers

2394. SARDAR GURCHARAN SINGH TOHRA: Will the PRIME MINISTER be pleased to state:

(a) whether it is a fact that a large number of posts of Areas Welfare Officers (AWOs) are lying vacant for want of receipt of applications which is due to improper circulation of information;

(b) whether it is also a fact that many applications have been rejected merely on the ground of baseless allegations against some applicants during the preceding three years;

(c) whether any appeal to such rejection of application have been received; and

(d) if so, whether any action has been/is being taken by Government to consider such appeals?

THE MINISTER OF STATE OF THE MINISTRY OF SMALL SCALE INDUSTRIES, AGRO AND RURAL INDUSTRIES, MINISTER OF STATE IN THE DEPARTMENT OF PERSONNEL AND TRAINING, DEPARTMENT OF PENSIONS AND PENSIONERS' WELFARE OF THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCE AND PENSIONS AND MINISTER OF STATE IN THE DEPARTMENTS OF ATOMIC ENERGY AND SPACE (SHRIMATI VASUNDHARA RAJE): (a) Area

Welfare Officer is not an appointment under the Government of India and is only a functional arrangement to provide a link between the Central Government employees residing in various colonies and the concerned civic and other agencies providing service to them. Applications are invited from Gazetted Officers working in various Ministries/Departments for appointment as Area Welfare Officer for a period of two years. Officers desirous of being appointed as Area Welfare Officer on honorary and voluntary basis are required to apply through their respective Ministries/Departments. Based on applications received and after considering their suitability, 87 Area Welfare Officers were appointed for the calendar years 1990 & 2000.

(b) Some applications were rejected as the applicants had already completed requisite number of years as Area Welfare Officer. In one case, an application was rejected on the ground of certain irregularities committed by an applicant earlier when he was office-bearer of the Resident Welfare Association.

(c) and (d) One appeal preferred against non-appointment as Area Welfare Officer was considered and rejected by the competent authority.

Election of Residents Welfare Associations

2395. SARDAR GURCHARAN SINGH TOHRA : Will the PRIME MINISTER be pleased to state:

(a) whether some complaints regarding partisan role of Area Welfare Officers in the election of various Residents Welfare Associations in Delhi have been received.

(b) whether elections of some Residents Welfare Associations have not been accepted by the welfare division based on some complaints without following the principles of natural justice;

(c) whether any appeals have been received in this regard; and

(d) if so, what action is being taken/has been taken on such appeals for rejection/acceptance of the elections?